



## District Police, Dispatcher

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 Austin Community College

 Full time

 Posted Today

 R-3755

**Job Posting Closing Times:** Job postings are removed from advertising at 12:00 A.M. on the closing date e.g., at midnight on the day before the closing date.

[If you are a current Austin Community College employee, please click this link to apply through your Workday account](#)

Austin Community College is a public two-year institution that serves a diverse population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Reflects the diversity of our community
- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for under-represented populations
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

### **Commitment to Equity and Inclusion**

ACC is committed to the ongoing systemic changes needed to ensure the increased recruitment, inclusion, retention, and completion of historically underserved and underrepresented populations. Through continual strategic community engagement and professional development of administrators, faculty, staff, and students, the college demonstrates its dedication to fostering a culture and climate for equitable outcomes.

ACC is proud to serve a diverse student body as an open-access and low-cost institution. Dedicated faculty members are excellent professors who help students achieve their educational goals and are sensitive to our students' diverse cultures and socio-economic backgrounds. In 2017 our faculty adopted a Statement of ACC Faculty Values. This Statement affirms that ACC's faculty members value collaboration, service, agency, scholarship, inclusion, and teaching, all of which attest to our commitment to equity, diversity, and inclusion at the heart of our mission.

### **Job Posting Title:**

District Police, Dispatcher

### **Job Description Summary:**

Under general supervision, receives emergency and non-emergency calls for police service.&nbsp; Dispatches patrol officers to calls for service and enters accurate and concise data into the Computer Aided Dispatch System.&nbsp; Coordinates with external emergency services when needed for augmented response.

### **Job Description:**

#### **Description of Duties and Tasks**

- 1) Dispatches patrol officers situations requiring police response.
- 2) Answers telephone calls made to emergency and non-emergency phone lines to determine if the call requires Police, Fire, EMS, or other agency response.
- 3) Communicates with officers via police radio. Assists in maintaining 24/7 communications operations.
- 4) Enters, obtains and relays information from the Texas Law Enforcement Telecommunications System.
- 5) Monitors fire and security alarms for all campuses.
- 6) Monitors video surveillance cameras for all campuses.
- 7) Enters data and citations, maintains daily logs, and files incident reports.
- 8) Assists Police Chief, supervisors, officers, and other law enforcement agencies via computer or telephone with receiving and relaying information.
- 9) Assists in emergency phone and panic alarm testing.
- 10) May enter maintenance and technical support work orders, pick up, sort and distribute department mail.

**Knowledge**

- \* Radio communication practices and protocols.
- \* Knowledge of college's and college Police Department policies, procedures, and standard operating practices.
- \* Knowledge of the operations of an emergency communications center.

**Skills**

- \* Maintaining an established work schedule, which may include days, evenings, nights, and weekends.
- \* Maintaining confidentiality of work-related information and materials.
- \* Effectively using interpersonal and communications skills, including tact and diplomacy.
- \* Effectively using organizational, planning, and problem-solving skills.
- \* Effectively interpreting laws and regulations, making decisions, maintaining composure, and working effectively under stressful conditions and emergency situations.
- \* Interacting with people of different social, economic, and ethnic backgrounds.
- \* Operating telephones, radios, computers, alpha-numeric pager and other office equipment.
- \* Following and effectively communicating verbal and written instructions.
- \* Establishing and maintaining effective working relationships.
- \* Effectively multi-tasking.

**Technology Skills**

- \* Use a variety of spreadsheet, word processing, database, and presentation software.
- \* Operates various computer systems to include Computer Aided Dispatch, Texas Law Enforcement Telecommunications System, BRG Emergency Messaging System, CCure Access Control System, Cisco Emergency Responder, Video Client-Salient, Phoenix Fire and Security System, etc.
- \* Operates multi-channel trunked radio system covering multiple counties.
- \* Operates police radio system in accordance with FCC Rules & Regulations.

**Required Work Experience**

- \* No work experience is required.

**Preferred Work Experience**

- \* One year work experience in public safety dispatch telecommunications or equivalent work experience and training that provides the required knowledge and skills.

**Required Education**

- \* High school diploma or educational equivalent.

**Preferred Education**

- \* Hold a Telecommunications Operator License issued by the Texas Commission on Law Enforcement.

**Special Requirements**

- \* Either already have a Telecommunications Operator License issued by the Texas Commission on Law Enforcement or be able to meet the temporary licensing requirements, satisfactorily complete the required course, and obtain a Telecommunications Operator License within the first year of employment.
- \* Be able to satisfactorily complete other required Department of Public Safety training and coursework within six months of employment.
- \* Be able to successfully pass 12 week Communications Training Program.
- \* Dispatchers must complete 20 hours of training each 2 year unit as required by the Texas Commission on Law

Enforcement.

- \* Dispatchers must complete TDD/TTY training every 6 months.
- \* District Police dispatchers must be able to work any of three shifts covering twenty-four hours a day, seven days a week. Shifts are subject to change on short notice; dispatchers must be available for recall in emergency situations.
- \* Ability to successfully complete criminal background check, drug screen, and psychological and physical examinations prior to employment. Past supervisors may be interviewed for a reference.
- \* Have a valid Texas Driver's License
- \* Have reliable transportation

### **Physical Requirements**

- \* Work is performed in a standard office environment.
- \* Subject to standing, walking, sitting, bending, reaching, pushing, pulling, vision, hearing, talking, use of headset and foot controls.
- \* Frequent repetitive motion, such as typing, data entry and extended vision of monitors.
- \* Occasional lifting of objects up to 10 pounds.

### **Safety**

- \* Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

### **Salary Range**

\$45,760 - \$52,576

**Reports to Supervisor, District Police Dispatch**

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### **Number of Openings:**

1

### **Job Posting Close Date:**

October 10, 2023

### **Clery Act**

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

### **Disclaimer**

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

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## About Us



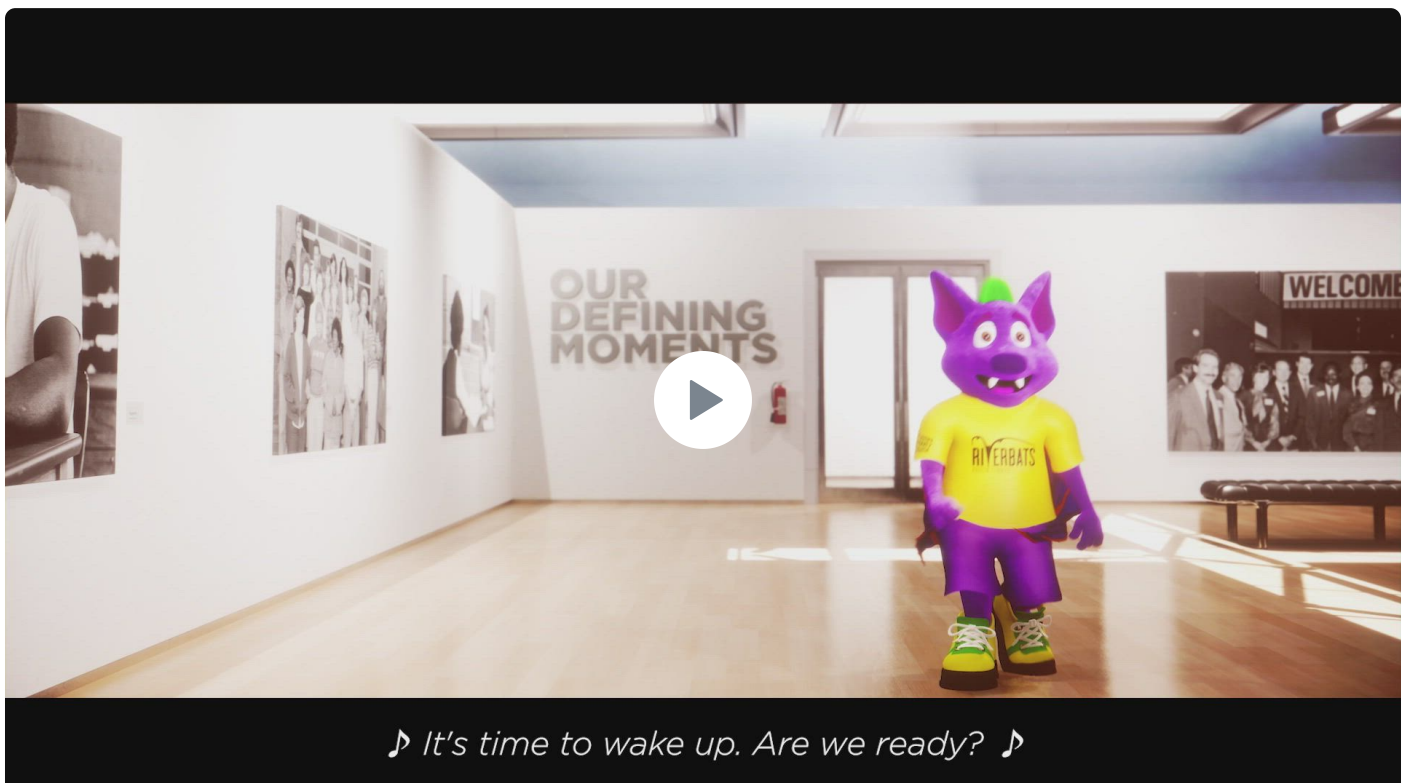
### Come and Make a Difference with Us

Working at ACC offers you an opportunity to be a part of an organization that truly believes in its mission of promoting student success and improving communities.

We invite you to learn, explore and experience the many ways ACC promotes individual development and

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## ACC's Defining Moments



## Official Transcripts

When applying for a position that requires a college degree or certification from an accredited institution, request from the awarding institution official transcripts and send them directly to:

ACC Highland Business Center  
Attention: F M Breedlove, Employment Manager

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## ACC Benefits Overview

Full-time faculty and staff employees who work in full-time and/or part-time positions at the college are eligible for ACC medical benefits effective the first of the month after their first 60 days of employment. Benefits include medical, dental, life insurance, short- and long-term disability, retirement plans, and AD&D.

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## Social Security

ACC does not participate in Social Security. ACC participates in the Teacher Retirement System of Texas (TRS) and the Optional Retirement Program (ORP-Faculty and Administrators Only).

Hourly employees participate in the ACC Money Purchase Plan (ACCMPP) as a retirement program required by federal law.

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## EEOC Statement

Austin Community College ("ACC" or "College") is an equal education and equal employment opportunity employer and prohibits discrimination in employment at the college and access to its programs or activities on the basis of race, color, religion, sex (including gender identity, sexual orientation, marital status, and pregnancy), national origin, age (40 and older), veteran status or military service, disability, genetic information or any other basis prohibited by local, state, or federal law. This includes the prohibition of discrimination, including

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